



Consumer Satisfaction Survey Report

2008

Overview

The Utah Division of Substance Abuse and Mental Health is pleased to publish the 2008 Consumer Satisfaction Survey Report. The purpose of this report is to provide government officials, treatment centers, consumers, and family members with data on consumer satisfaction with services. The findings of this report are also used to provide the Federal Government with performance and outcome data to evaluate the effectiveness of Federal Block Grant funding.

Results

- Positive responses for adults served exceed the national average in Positive Service Outcomes, Quality and Appropriateness of Services, Social Connectiveness, and Improved Functioning.
- A system wide focus results in an increase in all survey participant groups, parent and guardians of youth, youth, and adults, reporting an increase in positive responses for Participation in Treatment Planning.
- Youth, and the parent or guardians of youth, report a higher rate of positive responses in Participation in Treatment Planning than do adults, however, adults report a higher rate of overall General Satisfaction and Positive Service Outcomes than youth, and the parent or guardians of youth.
- Youth report an increase in positive responses from 2007 in four of the five domains surveyed and exceed the national average in Positive Service Outcomes.
- In four of the domains, the YSS-F survey, completed by a parent or guardian, show a higher rate of positive responses than the same reported by youth. A higher percentage of youth reported Positive Service Outcomes than did the parents or guardians.

Instruments

For the past two decades, the national Mental Health Statistics Improvement Program (MHSIP) has worked closely with the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Mental Health Services (CMHS), the National Association for State Mental Health Program Directors Research Institute (NASMHPD / NRI), and with various states to develop national mental health standards. Among the outcomes of this work are the three MHSIP survey instruments used to collect data for this report: The MHSIP Adult Consumer Satisfaction Survey, The Youth Services Survey (YSS) completed by youth in treatment, and the Youth Services Survey for Families (YSS-F) completed by a parent or guardian. Each survey contains five measured domains with two additional domains for the MHSIP and YSS-F surveys.

1. General Satisfaction
2. Good Service Access
3. Quality & Appropriateness/Cultural Sensitivity
4. Participation in Treatment Planning
5. Positive Service Outcomes
6. Social connectedness
7. Improved Functioning

Survey Methods

In 2004, the local service providers began conducting point-in-time MHSIP surveys rather than reporting data on a quarterly basis to the Division. The survey was administered to consumers of both substance abuse and mental health services. The surveys are completed in the office by anyone who comes in for a service, regardless of the duration they have been in treatment.

Beginning 2005, the YSS and YSS-F surveys were conducted in this same manner.

Following are the total number of surveys completed:

	2005	2006	2007	2008
MHSIP	3,473	3,692	4,669	5,893
YSS	675	825	977	1,097
YSS-F	536	823	1,211	1,485

Computation of Scores

The following methods, which are those used by the federal government, were used to calculate scores for the scales and graphs in this report:

1. “Not applicable” values are considered null and surveys with more than 1/3 of the items in the scale missing are excluded from the results of that scale.
2. For each respondent, for each scale, calculate an average (mean) score for all items in the scale.
3. For each scale, count the number of mean scores (Step 2) that are less than 2.5. These scores, when rounded, represent “Agree” or “Strongly Agree” responses.
4. For each scale, divide the results of Step 3 by the number (count) of Step 2 scores computed to obtain a percent of favorable responses.
5. Providers with a sample rate of completed surveys less than 5% were not scored.

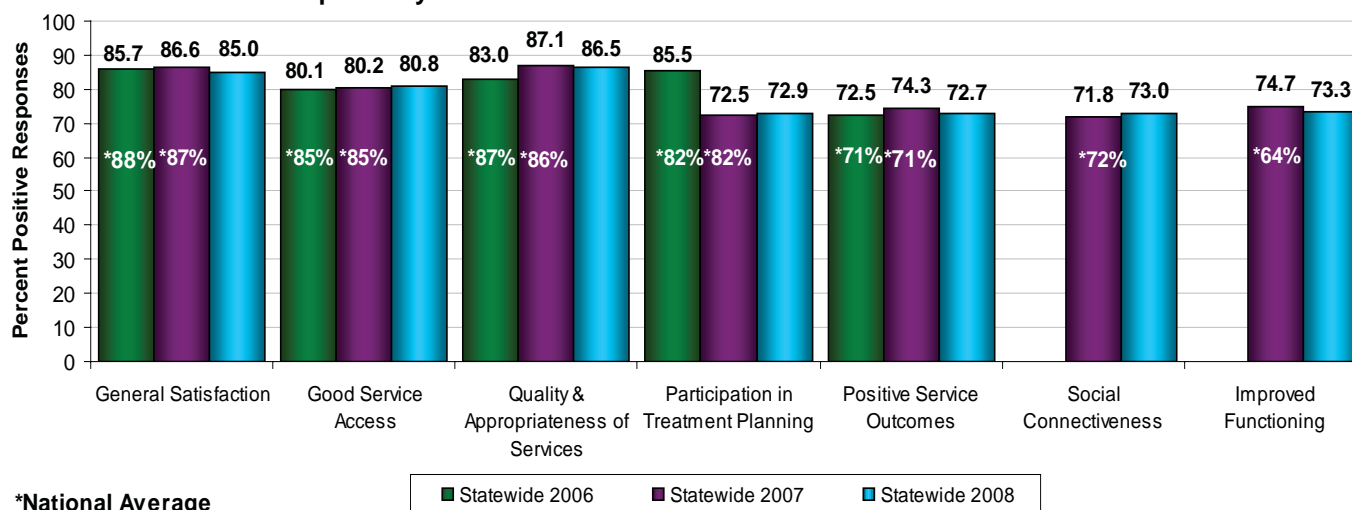
(For a copy of the survey instruments and information contact Sandra Wissa with DSAMH at 538-3943.)

Recommendations

The Division takes the results of these surveys seriously and will use the results to improve services by taking the following actions:

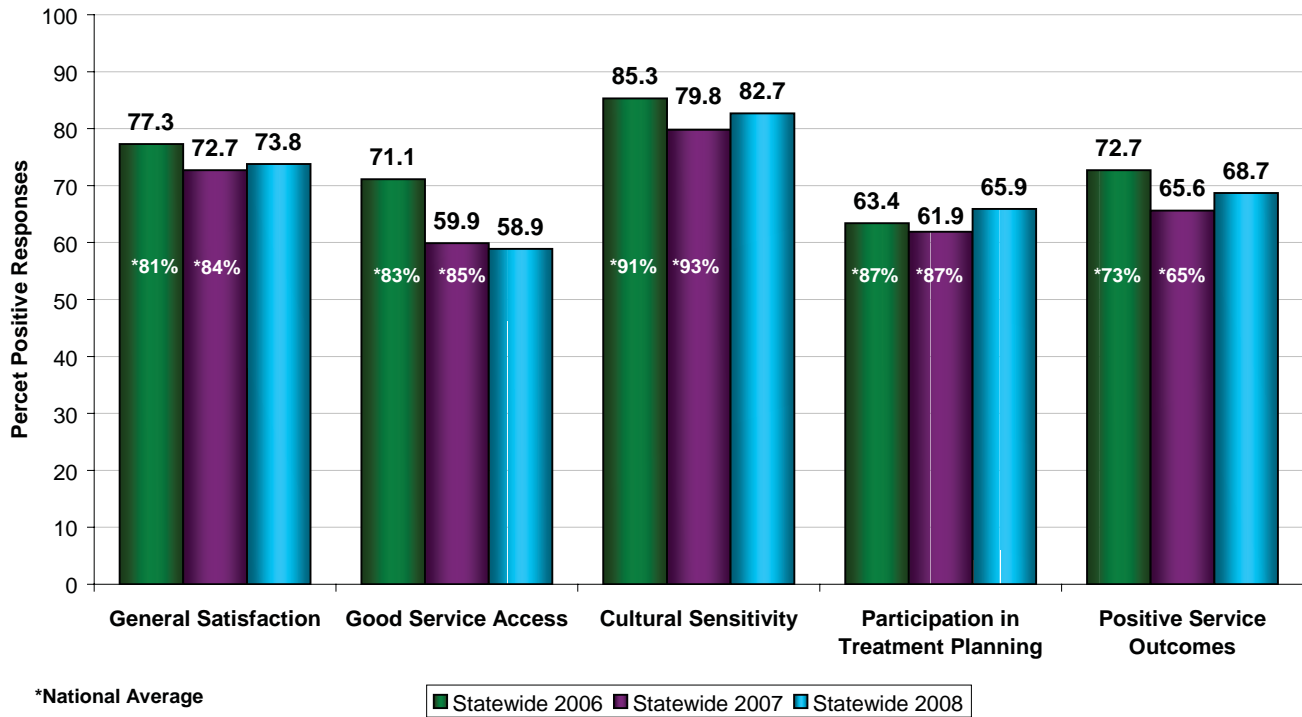
- Provide incentives for providers who meet or exceed a minimum sample rate of 10% to ensure the best possible results.
- Establish a target performance standard to meet or exceed the national average for MHSIP and the statewide average for YSS and YSS-F.
- The Division will include survey results and sample rates in monitoring reviews and will use that information to assess the quality of services and to help agencies improve.
- The results of the surveys will be reported to Local Authorities and Providers as a part of the Division’s Balanced Scorecard, along with trends and ideas for improvement.
- The Division will review the survey and results in focus groups, consisting of consumers and families, and with local providers, to obtain more specific information and make further recommendations for improvement.
- The Division will work with clinical representatives in the community serving adults to continue with efforts to improve the involvement in treatment planning to meet or exceed the national average.

Adult Consumer Satisfaction Survey Mental Health Statistics Improvement Program (MHSIP) Completed by Adults in Substance Abuse and Mental Health Treatment



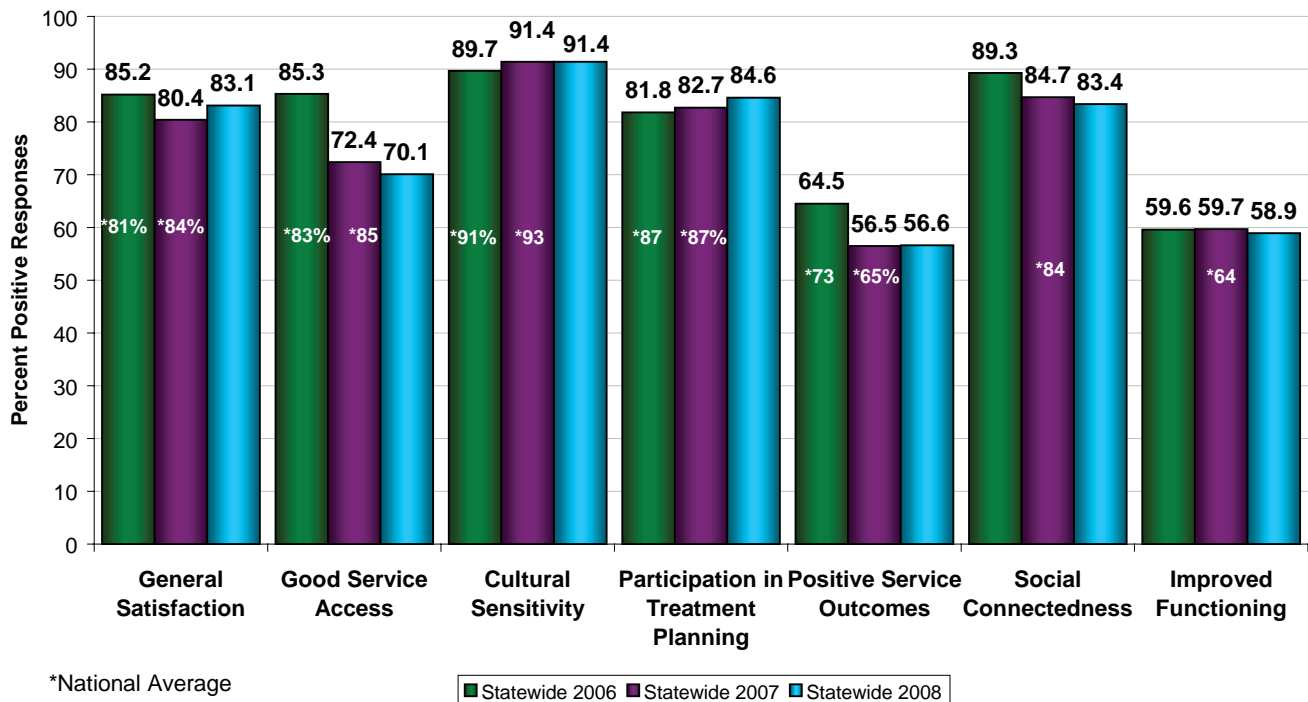
Youth Consumer Satisfaction Survey Youth Services Survey (YSS)

Completed by Youth (ages 12 to 17) in Substance Abuse and Mental Health Treatment



Youth Consumer Satisfaction Survey Youth Services Survey (YSS-F)

Completed by Parent or Guardian of Youth in Substance Abuse and Mental Health Treatment





Prepared by
Sandra Wissa
Division of Substance Abuse
and Mental Health
120 North 200 West, Suite 209
Salt Lake City, UT 84103
(801) 538-3939
dsamh.utah.gov

